

IPedge Server with Windows® Server 2012 OS based ACD

IPedge software release 1.7.1 systems are now available with Windows Server 2012 operating system based ACD, increasing the TASKE™ capacity to 100 supervisors.

Windows Server 2012 R2 for TASKE Supervisor Increase

The Microsoft Windows 7 operating system has a fixed limitation on the number of concurrent web connections, this limits the number of TASKE™ supervisors. The Windows Server 2012 R2 operating system does not have this limitation on the number of concurrent web connections. Running on the Windows Server 2012 R2 operating system, the maximum number of TASKE Supervisors have been increased to 100 which is the current limitation of the TASKE software, not the Windows Server 2012 operating system.

Due to this Windows 7 limitation Toshiba is offering release 1.7.1 IPedge EC and EM case virtual servers with Windows Server 2012 R2 operating system. Toshiba is only offering the Windows Server 2012 versions on the IPedge EC and IPedge EM class servers due to the hardware requirements to run Windows Server 2012 R2 on a virtual machine.

Toshiba is not discontinuing the IPedge systems equipped with Windows 7. The Windows Server 2012 R2 is offered as an option.

Support

The Windows Server 2012 R2 software is supported only on fresh installations to a VMware™ virtual machine. Directly upgrading your current IPedge system from Windows 7 to Windows Server 2012 R2 is not supported because Microsoft does not provide an upgrade migration path from Windows 7 to Windows Server 2012 R2.

For existing customers with a need for Windows Server 2012 R2 platform capability, who currently have IPedge virtual servers running the Windows 7 platform or an IPedge branded server with MAS, please contact your Toshiba Sales Engineer or the Toshiba Sales Application desk.

Part Numbers

IPedge EC Systems with Windows Server 2012 Operating System

Part Numbers	Description
I-EC4U-VL	IPedge EC Virtual Server (ACD Ready) on Dell R220
I-EC4UR1-VL	IPedge EC Virtual Server (ACD Ready) on Dell R220 RAID-1
I-EC4-ACD-VL	IPedge EC Virtual Server (ACD LICENSED) on R220 RAID-1
I-EC4R1-ACD-VL	IPedge EC ACD LICENSED VS on Dell R220 RAID-1
I-ASEC4U-VL	IPedge EC Virtual App Server (ACD Ready) on Dell R220
I-ASEC4UR1-VL	IPedge EC Virtual App Server (ACD LICENSED) on Dell R220
I-ASEC4-ACD-VL	IPedge EC Virtual App Server (ACD LICENSED) on Dell R220
I-ASEC4R1ACD-VL	IPedge EC ACD LICENSED Virtual App Server with RAID-1 on Dell R220
I-EC4-ACD-UP	IPedge EC Refresh (ACD Ready) includes a Dell R220 Non-RAID
I-EC4R1-ACD-UP	IPedge EC Virtual Server Refresh (ACD Ready) includes a Dell R220 RAID-1
I-EC4-UP	IPedge EC Refresh (ACD LICENSED) includes a Dell R220 Non-RAID
I-EC4R1-UP	IPedge EC Virtual Server Refresh (ACD LICENSED) includes a Dell R220 RAID-1

IPedge EM Systems with Windows Server 2012 Operating System

Part Numbers	Description
I-EM4R1U-VL	IPedge EM ACD Ready RAID-1 Virtual Server on Dell R430
I-EM4R5U-VL	IPedge EM ACD-READY RAID5 Virtual Server on Dell R430
I-EM4R1-ACD-VL	IPedge EM ACD-LICENSED RAID1 Virtual Server on Dell R430
I-EM4R5-ACD-VL	IPedge EM ACD-LICENSED R5 Virtual Server on Dell R430
I-ASEM4R1U-VL	IPedge EM ACD-READY RAID 1 Virtual App Server on Dell R430
I-ASEM4R5U-VL	IPedge EM ACD-READY RAID 5 Virtual App Server on Dell R430
I-ASEM4R1ACD-VL	IPedge EM ACD-LICENSED RAID1 Virtual App Server on Dell R430
I-ASEM4R5ACD-VL	IPedge EM ACD-LICENSED R5 Virtual App Server on Dell R430
I-EM4R1-ACD-UP	IPedge EM Virtual Server Refresh (ACD Ready) on Dell R430 RAID-1
I-EM4R5-ACD-UP	IPedge EM Virtual Server Server Refresh (ACD Ready) on Dell R430 RAID-5
I-EM4R1-ACD-UP	IPedge EM Virtual Server Refresh (ACD LICENSED) on Dell R430 RAID-1
I-EM4R5-ACD-UP	IPedge EM Virtual Server Server Refresh (ACD LICENSED) on Dell R430 RAID-5

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